

Transcript: Pamela

Blanc-6238959829991424-4758040543707136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4-6 . This is Pamela speaking. How may I help you? Um, I just got a message for, uh, an auto enrollment for an NEC Tell Rx. W- w- um, what is that? It's health insurance. Uh, does it include, uh, vision and dental, or just health? No, just health. Uh, can I opt out of that? Sure. All right. What's the last four digits of your Social and the name of the staffing agency you're working for? Uh, 0155 and Surge. Your first and last name? Eduardo de la Lavos. And you said the last four's 0165? 55. 55? Yes, 55. I'm sorry. That's fine. 5... And you said Eduardo. When did you start working for... I think I found your file. Let's see. About, like, two or three weeks ago. I got it. Um, Mr. de la Lavos, can you please verify your complete address and date of birth for security reasons? Mm. Okay. Um, what is it? 4... 427 or 4720... uh, 472, uh, South Saint Augustine, uh- That's not 472. Dallas, Tex- It's not? No, sir. The 9045, 44 Kissle Lane? Yes, sir. Okay, uh, it could either be 94 or 95, 'cause I did live, live in those two, uh, houses. Okay. Uh, Kissle Lane, Dallas, Texas. Um, and what was the other confirmation? Oh. The date of birth. Uh, 09/07/2001. We have a phone number on file, 214-2433-808, and your email is eduardo.m-a... m@... Mciaco. ... yeah, miaco. All right. And that's the one. Outlook.com. Mm-hmm. All right. I will go ahead and decline the auto enrollment. Is there anything else I could do for you? No. That, that'd be it. Thank you. All right. Thank you for giving us a call today. Have a great rest of the day. You, too. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10-0-4-6 . This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, I just got a message for, uh, an auto enrollment for an NEC Tell Rx. W- w- um, what is that?

Speaker speaker_1: It's health insurance.

Speaker speaker_2: Uh, does it include, uh, vision and dental, or just health?

Speaker speaker_1: No, just health.

Speaker speaker_2: Uh, can I opt out of that?

Speaker speaker_1: Sure.

Speaker speaker_2: All right.

Speaker speaker_1: What's the last four digits of your Social and the name of the staffing agency you're working for?

Speaker speaker_2: Uh, 0155 and Surge.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Eduardo de la Lavos.

Speaker speaker_1: And you said the last four's 0165?

Speaker speaker_2: 55.

Speaker speaker_1: 55?

Speaker speaker_2: Yes, 55. I'm sorry.

Speaker speaker_1: That's fine. 5... And you said Eduardo. When did you start working for... I think I found your file. Let's see.

Speaker speaker_2: About, like, two or three weeks ago.

Speaker speaker_1: I got it. Um, Mr. de la Lavos, can you please verify your complete address and date of birth for security reasons?

Speaker speaker_2: Mm. Okay. Um, what is it? 4... 427 or 4720... uh, 472, uh, South Saint Augustine, uh-

Speaker speaker_1: That's not 472.

Speaker speaker_2: Dallas, Tex- It's not?

Speaker speaker_1: No, sir.

Speaker speaker_2: The 9045, 44 Kissle Lane?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, uh, it could either be 94 or 95, 'cause I did live, live in those two, uh, houses.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, Kissle Lane, Dallas, Texas. Um, and what was the other confirmation?

Speaker speaker_1: Oh. The date of birth.

Speaker speaker_2: Uh, 09/07/2001.

Speaker speaker_1: We have a phone number on file, 214-2433-808, and your email is eduardo.m-a... m@...

Speaker speaker_2: Mciaco.

Speaker speaker_1: ... yeah, miaco. All right.

Speaker speaker_2: And that's the one.

Speaker speaker_1: Outlook.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. I will go ahead and decline the auto enrollment. Is there anything else I could do for you?

Speaker speaker_2: No. That, that'd be it. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You, too.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye.